

## **EXHIBIT 19**

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REPLY (/T5/FORUMS/REPLYPAGE/BOARD-ID/SPOTIFYCONTRIBUTE/MESSAGE-ID/9490)

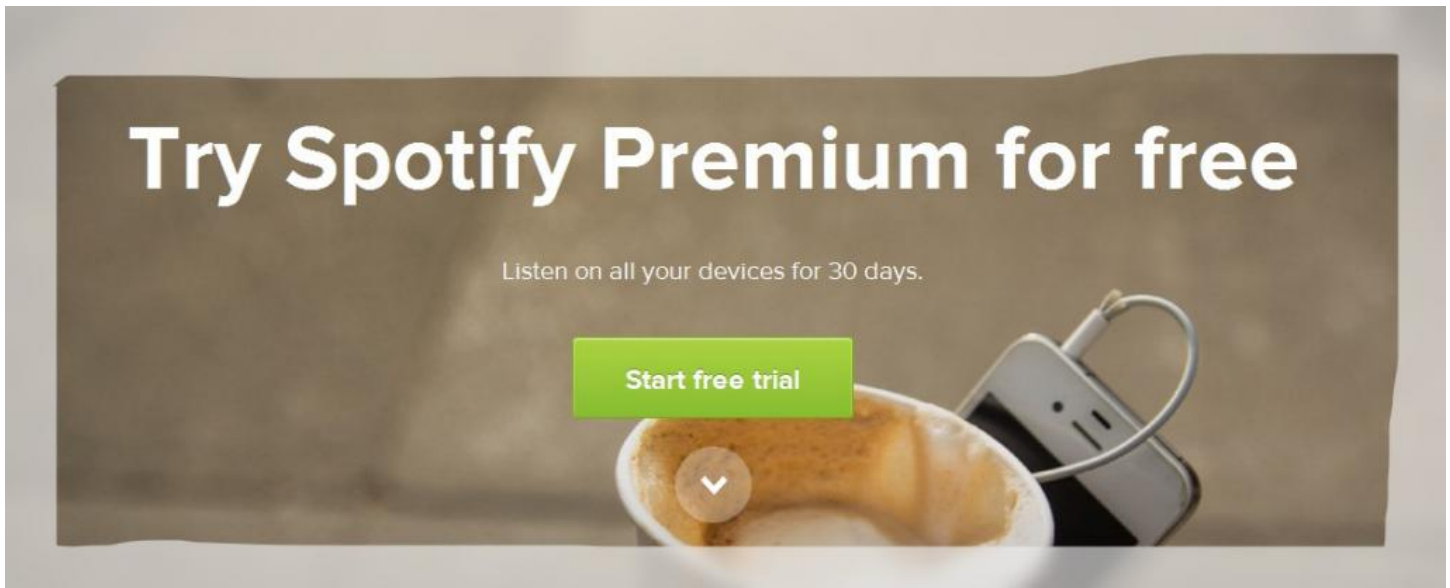
# 30 day free trial

...

 dergrizzly (/t5/user/viewprofilepage/user-id/483984)

dergrizzly (/t5/user/viewprofilepage/user-id/483984) / Newbie / 2013-07-17 09:02 PM

Hi. I was wondering, about free trial.



-----  
I can't use that free trial. Because of payment.

**You're only 90 seconds away from a world of music.**

☒ Account details ☐ Choose your product ☐ Validate and finish

### Try Spotify Premium for 30 days!

Your Spotify Premium 30-day free trial will give you access to the full Spotify experience without commitment, you can cancel at any time.

If you don't wish to continue enjoying Spotify Premium after your trial, simply cancel before the trial ends and no charges will apply. [Learn more.](#)

Almost there...

Please select a payment method



If you intend to use a payment method registered outside Lithuania, you need to change your Spotify country to match.

Continue

-----

And I haven't started free trial yet.. But as you can see the payment won't letting me to start free trial. I've just used 48 hours of premium on the phone.

What should I do? I really want this 30 days trial.

Solved! [Go to Solution. \(/t5/Newcomers-and-Contribution/30-day-free-trial/mp/685798#M14789\)](https://t5/Newcomers-and-Contribution/30-day-free-trial/mp/685798#M14789)

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ryo 30 days (/t5/tag/30%20days/tg-p/board-

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visibility-scope/all)

Trial (/t5/tag/%20Trial/tg-p/board-

id/spotifycontribute)

Reply (/t5/forums/replypage/board-id/spotifycontribute/message-id/9490)

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# Solution

...

1 person liked this



(/t5/user/viewprofilepage/user-id/111097) Peter (/t5/user/viewprofilepage/user-id/111097)

/ Community Legend / 2014-02-14 07:12 PM

Spotify charge you \$0 to prove the card exists, however some banks decline that transaction. Have you tried linking the card to PayPal and using PayPal instead?

## Peter

Spotify Community Mentor and Troubleshooter

Spotify (<http://open.spotify.com/user/hammeh>) Last.FM

([http://www.last.fm/user/The\\_Wee\\_Ham](http://www.last.fm/user/The_Wee_Ham)) Twitter ([https://twitter.com/Peter\\_Doggart](https://twitter.com/Peter_Doggart))

LinkedIn (<http://uk.linkedin.com/in/pdoggart/>) Meet Peter (<http://spoti.fi/meetpeter>) Rock

Star Jam 2014 (<http://bit.ly/1rVlg8M>)

If this post was helpful, please add kudos below!

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NEXT

## 13 Replies



(/t5/user/viewprofilepage/user-id/258708)

...

Taylor (/t5/user/viewprofilepage/user-id/258708) / Community Legend / 2013-07-17  
09:06 PM

Hi, and welcome to the community!

Unfortunately, the 30 day trial requires payment information to be added as far as I know. If you have details, I suggest you input them, but then you can cancel your 'subscription' so you won't ever be charged when the trial runs out.

Anthony :)

This post was by Taylor - **I do not work for Spotify!**

If this solved your issue - **Mark it as a solution!** If you like my post - **Please add Kudos!**

**|| Spotify Profile - Taylor** (<http://open.spotify.com/user/1126844910>). | **Feel free to PM**

**me - Here**

(<https://community.spotify.com/t5/notes/privatenotespage/tab/compose/note-to-user-id/258708>). **||**

Reply (/t5/forums/replypage/board-id/spotifycontribute/message-id/9495)

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(/t5/user/viewprofilepage/user-id/111097)

...

Peter (/t5/user/viewprofilepage/user-id/111097) / Community Legend / 2013-07-17 09:07 PM

Hey! Welcome to the community :)

The 30 day free trial is the first month of a rolling monthly subscription, so you do need to enter your billing details to claim that free 30 days (its the first month of the subscription charged at \$0.00).

Peter

**Peter**

Spotify Community Mentor and Troubleshooter

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Ever **free trial** (/t5/tag/free%20trial/tg-  
yone **p/board-id/spotifycontribute**) /  
's **premium trial**  
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(2): **p/board-id/spotifycontribute**)

View All (2) (/t5/forums/tagdetailpage/tag-cloud-  
grouping/tag/tag-cloud-style/frequent/message-  
scope/single/board-id/spotifycontribute/message-  
id/9492/user-scope/all/tag-scope/all/timerange/all/tag-  
visibility-scope/all)

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(/t5/user/viewprofilepage/user-id/659868) ...

millerck1225 (/t5/user/viewprofilepage/user-id/659868) / Newbie / 2014-02-14 07:08 PM

I entered my payment info (which I know should work), but it just keeps saying that my payment failed. On a \$0 charge! what should I do?

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Reply (/t5/forums/replypage/board-id/spotifycontribute/message-id/14788)

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(/t5/user/viewprofilepage/user-id/111097) ...

Peter (/t5/user/viewprofilepage/user-id/111097) / Community Legend / 2014-02-14 07:12 PM

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[http://www.last.fm/user/The\\_Wee\\_Ham](http://www.last.fm/user/The_Wee_Ham)) <sup>#853</sup>Twitter

[https://twitter.com/Peter\\_Doggart](https://twitter.com/Peter_Doggart)) LinkedIn <http://uk.linkedin.com/in/pdoggart/>)

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(/t5/user/viewprofilepage/user-id/781243)

...

nitschie2912 (/t5/user/viewprofilepage/user-id/781243) / Regular / 2014-07-02 01:52 PM

hey, I have a problem, too with the trial thing,

I put in payment information and everything but when I click ok it always says wrong password although I'm already logged in on my account.

Who can help, please!?

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Reply (/t5/forums/replypage/board-id/spotifycontribute/message-id/17589)

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(/t5/user/viewprofilepage/user-id/111097)

...

Peter (/t5/user/viewprofilepage/user-id/111097) / Community Legend / 2014-07-03 04:55 PM



using the correct password? It is possible to have two passwords you need to use Spotify, one to log in using your Facebook details and another which is the password for your real Spotify account (which has a Spotify username).

## Peter

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(/t5/user/viewprofilepage/user-id/781243)

...

nitschie2912 (/t5/user/viewprofilepage/user-id/781243) / Regular / 2014-07-07 03:49 PM

@Peter

Yes, I am sure that I'm using the right password, because I don't have spotify connected to my facebook account.

Reply (/t5/forums/replypage/board-id/spotifycontribute/message-id/17737)

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(/t5/user/viewprofilepage/user-id/111097)

...

Peter (/t5/user/viewprofilepage/user-id/111097) / Community Legend / 2014-07-07 05:25 PM

I would suggest requesting a password reset by entering your username (not your email address) on this page:

<https://www.spotify.com/password-reset/> (<https://www.spotify.com/password-reset/>).

Then try again?

## Peter

Spotify Community Mentor and Troubleshooter

[Spotify \(http://open.spotify.com/user/hammeh\)](http://open.spotify.com/user/hammeh) [Last.FM](#)

([http://www.last.fm/user/The\\_Wee\\_Ham](http://www.last.fm/user/The_Wee_Ham)) [Twitter](#)

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(/t5/user/viewprofilepage/user-id/808805)



asteriks74 (/t5/user/viewprofilepage/user-id/808805) / Casual Listener / 2014-08-09  
08:45 PM

Hi,

i'm having the same problem as you can see

i've just one password

i've just made a new account few minutes ago because of the 1 month free trial

id' lik eto pay with my paypal account

Sorry, wrong password

You're logged in as asteriks74. If you wish to switch to another user or create a new account, please [log out](#).

If you intend to use a payment method registered outside Italy, you need to change your Spotify country to match. Italy

### 1 Choose your payment plan

#### Monthly subscription

With an on-going monthly subscription you'll be charged each month after your trial ends. You can cancel your trial any time before it ends and no charges will apply. [Learn more](#).

30 days free

€ 0,00

Start free trial

### 2 Please select a payment method

VISA

MasterCard

AMERICAN EXPRESS

PayPal

### 3 Review your purchase

#### Premium 30-day Free Trial

€ 9,99 / month after trial period

Listen on all your devices · Download music & listen offline · No ads & no commitment

€ 0,00

including VAT (where applicable)

CONFIRM PURCHASE

Reply (/t5/forums/replypage/board-id/spotifycontribute/message-id/18335)

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#### SUGGESTED POSTS

**Charged twice per month  
(/t5/Accounts/Charged-twice-per-month/m-p/48207#M28327)**

✓ 501 Replies /

Last update: 2016-06-30 (/t5/Accounts/Charged-twice-per-month/m-p/1382259#M210368)

# **How to change Premium subscription (/t5/Accounts/How-to-change- Premium-subscription/m- p/604146#M77989)**

✓ 420 Replies /

Last update: 2018-03-27 (/t5/Accounts/How-to-change-Premium-subscription/m-p/4432882#M1490175)

# **I have full internet connection, but it says I'm o... (/t5/Desktop-Windows/I- have-full-internet-connection-but-it- says-I-m-offline/m-p/42499#M2184)**

✓ 440 Replies /

Last update: 2018-05-10 (/t5/Desktop-Windows/I-have-full-internet-connection-but-it-says-I-m-offline/m-p/4478619#M58724)

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Developers (<https://developer.spotify.com/>)

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(<https://www.spotify.com/purchase/ecards/>)

(<https://instagram.com/spotify>)

(<https://twitter.com/spotify>)

(<https://www.facebook.com/Spotify>)